

Fanshawe College

## FIRST: Fanshawe Innovation, Research, Scholarship, Teaching

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Documentation (Approvals etc...)

Operations Management

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2015

### FANS 04004 Operations Management - CVS Application (Non-Funded)

Fanshawe College

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Ontario College Quality Assurance Service

Service de l'assurance de la qualité des  
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**ONTARIO COLLEGES OF APPLIED ARTS AND TECHNOLOGY  
CREDENTIALS VALIDATION SERVICE  
APPLICATION FOR PROGRAM VALIDATION**

This proposal will be sent to MTCU for Approval for Funding \_\_\_\_ Yes ☒ No

<b>1. College:</b> Fanshawe College
<b>2. College contact person responsible for this proposal:</b> <b>Name:</b> Lisa Schwerzmann <b>Title:</b> Program Manager <b>Telephone:</b> (519) 452-4430 ext. 4047 <b>Electronic mail:</b> <a href="mailto:lschwerzmann@fanshawec.ca">lschwerzmann@fanshawec.ca</a>
<b>3. Proposed Program Title:</b> Operations Management
<b>4. Proposed Credential:</b> (please indicate below) Local Board Approved Certificate <input type="checkbox"/> Ontario College Certificate <input type="checkbox"/> Ontario College Diploma <input type="checkbox"/> Ontario College Advanced Diploma <input type="checkbox"/> Ontario College Graduate Certificate <input checked="" type="checkbox"/>
<b>5. Proposed Program Outcomes:</b> Please complete and attach the two Program Maps (Appendix A - Form 1 and Form 2)
<b>6. Proposed Program Description:</b> Please complete and attach the Program Description Form (Appendix B)
<b>7. Proposed Program Curriculum:</b> Please complete and attach the Program Curriculum Form (Appendix C)
<b>8. Proposed Program Certification/Accreditation:</b> Please complete and attach the Regulatory Status Form (Appendix D)
<b>9. Date of Submission:</b> January 14 <sup>th</sup> , 2015
<b>10. Date of CVS Response:</b>
<b>11. Validation Decision:</b> <input type="checkbox"/> Proposal Validated (APS Number: _____ ) <input type="checkbox"/> Proposal not Validated. Reason: _____  <b>Signed on behalf of CVS:</b>

Send the completed form and required appendices to: [belfer@ocqas.org](mailto:belfer@ocqas.org). For detailed information on how to complete the Application for Program Validation, please refer to the Application Instructions document. For any additional information contact: The Ontario College Quality Assurance Service, 20 Bay Street, Suite 1600, Toronto, ON M5J 2N8; or by telephone at (647) 258-7682.



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**ONTARIO COLLEGES OF APPLIED ARTS AND TECHNOLOGY  
CREDENTIALS VALIDATION SERVICE  
APPENDIX A - PROGRAM MAPS  
(Vocational Program Outcomes & Essential Employability Skills Outcomes)**

**Vocational Program Learning Outcomes:**

Form 1 (attached) is provided to assist you in mapping your proposed program vocational learning outcomes against existing vocational outcomes found in either Provincial Program Standards or in Provincial Program Descriptions. When completing this form, please be sure to include the MTCU code (where applicable) for the program category being referenced.

Where there is a relevant Provincial Program Standard, the approved Vocational Learning Outcomes must appear in the first column, followed by your proposed program vocational learning outcomes.

Where there are no Provincial Program Standards, the first column will contain program outcomes from the Provincial Program Description. Again, your proposed program vocational learning outcomes will be added in the middle column.

**NOTE:** *Both these types of documents can be obtained from staff at the CVS or at the Colleges Unit, MTCU. Electronic copies of the Program Descriptions can be found at <http://caat.edu.gov.on.ca/HTMLpages/Programs> while electronic copies of the Provincial Program Standards can be found at <http://www.edu.gov.on.ca/eng/general/progstan/index>*

If there are no such programs in the province, this information will be provided in the left column. The proposed vocational program outcomes must be written in the middle column.

The last column will contain a list of the relevant curriculum proposed in your program to address the outcome in a manner that ensures the graduate will have reliably demonstrated the required skill or ability. Course numbers or course codes, corresponding to those provided in your list of courses (Appendix C), are sufficient in this column.

**Essential Employability Skills Outcomes:**

A mapping of the Essential Employability Skills (EES) will be done on Form 2 (attached).

The instructions / requirements for this map are the same as for the Vocational Program Map. The first three columns contain the approved skill categories, the defining skills, and the EES learning outcomes. The last column will contain the proposed curriculum (as listed in Appendix C) that will ensure the meeting of these outcomes.



**ONTARIO COLLEGES OF APPLIED ARTS AND TECHNOLOGY  
CREDENTIALS VALIDATION SERVICE  
APPENDIX A - PROGRAM MAPS  
Form 1 - Vocational Program Outcomes**

<b>PROVINCIAL PROGRAM STANDARD VOCATIONAL LEARNING OUTCOMES / PROVINCIAL PROGRAM DESCRIPTION OUTCOMES (MTCU code )</b>	<b>PROPOSED PROGRAM VOCATIONAL LEARNING OUTCOMES</b>	<b>COURSE TITLE / COURSE CODE (From Appendix C)</b>
No such program in the Province at this time.	1. Use the fundamental principles of end-to-end supply chain management to identify and critically assess solutions to materials supply and capacity problems and to eliminate non-value added activities from the supply chain.	<ul style="list-style-type: none"><li>• ACCT-5012 – Management Accounting</li><li>• MGMT-6070 – Global Supply Chain Management</li><li>• MGMT-6083 – Risk Assessment</li><li>• MGMT-6084 – Project Management</li><li>• MGMT-6087 – Quality Management</li><li>• MGMT-6XXX – Operations Management Processes</li><li>• MGMT-6XXX – Operations Management Capstone Project</li></ul>
	2. Define the essential product design and development practices, operations processes and systems, and marketing and sales strategies required in manufacturing, distribution, and service organizations.	<ul style="list-style-type: none"><li>• MGMT-6070 – Global Supply Chain Management</li><li>• MGMT-6XXX – Operations Management Processes</li><li>• MGMT-6XXX – Principles of Operations Management</li><li>• MGMT-6XXX – Operations Management Capstone Project</li></ul>
	3. Develop, implement, evaluate, and adapt or revise plans, processes, and budgets for using materials, equipment, and human resources effectively to meet targets within an organization and along the supply chain.	<ul style="list-style-type: none"><li>• ACCT-5012 – Management Accounting</li><li>• COMP-6XXX – Information Technology Tools for Operations Management</li><li>• MGMT-6070 – Global Supply Chain Management</li><li>• MGMT-6083 – Risk Assessment</li></ul>



		<ul style="list-style-type: none"> <li>• MGMT-6084 – Project Management</li> <li>• MGMT-6087 – Quality Management</li> <li>• MGMT-6XXX – Employee Relations</li> <li>• MGMT-6XXX – Operations Management Processes</li> <li>• MGMT-6XXX – Leadership &amp; Management Fundamentals</li> <li>• MGMT-6XXX – Principles of Operations Management</li> <li>• MGMT-6XXX – Operations Management Capstone Project</li> </ul>
	4. Use information technology to support materials and operations management functions and to develop and control plans and schedules at various levels within an organization.	<ul style="list-style-type: none"> <li>• ACCT-5012 – Management Accounting</li> <li>• COMP-6XXX – Information Technology Tools for Operations Management</li> <li>• MGMT-6XXX – Operations Management Processes</li> </ul>
	5. Formulate cost-effective strategies for the movement of goods and services across international borders, taking into account regulatory and documentation requirements and the various roles of external service providers.	<ul style="list-style-type: none"> <li>• MGMT-6070 – Global Supply Chain Management</li> <li>• MGMT-6083 – Risk Assessment</li> <li>• MGMT-6087 – Quality Management</li> <li>• MGMT-6XXX – Employee Relations</li> <li>• MGMT-6XXX – Leadership &amp; Management Fundamentals</li> <li>• MGMT-6XXX – Operations Management Capstone Project</li> </ul>
	6. Develop and manage quality control and quality assurance procedures to ensure efficient and effective management of products and services.	<ul style="list-style-type: none"> <li>• ACCT-5012 – Management Accounting</li> <li>• COMP-6XXX – Information Technology Tools for Operations Management</li> <li>• MGMT-6070 – Global Supply Chain Management</li> <li>• MGMT-6083 – Risk Assessment</li> <li>• MGMT-6084 – Project Management</li> <li>• MGMT-6087 – Quality Management</li> <li>• MGMT-6XXX – Employee Relations</li> </ul>



		<ul style="list-style-type: none"><li>• MGMT-6XXX – Principles of Operations Management</li><li>• MGMT-6XXX – Operations Management Capstone Project</li></ul>
	7. Collaborate and communicate effectively across functional teams and levels of management as required in a culturally diverse and globalized business culture.	<ul style="list-style-type: none"><li>• COMM-6019 – Advanced Professional Communication</li><li>• MGMT-6070 – Global Supply Chain Management</li><li>• MGMT-6084 – Project Management</li><li>• MGMT-6XXX – Employee Relations</li><li>• MGMT-6XXX – Leadership &amp; Management Fundamentals</li></ul>
	8. Collect, analyze, and synthesize information for the preparation of reports, briefs, and presentations to management committees.	<ul style="list-style-type: none"><li>• ACCT-5012 – Management Accounting</li><li>• COMM-6019 – Advanced Professional Communication</li><li>• COMP-6XXX – Information Technology Tools for Operations Management</li><li>• MGMT-6070 – Global Supply Chain Management</li><li>• MGMT-6083 – Risk Assessment</li><li>• MGMT-6XXX – Employee Relations</li><li>• MGMT-6XXX – Operations Management Processes</li><li>• MGMT-6XXX – Leadership &amp; Management Fundamentals</li><li>• MGMT-6XXX – Principles of Operations Management</li><li>• MGMT-6XXX – Operations Management Capstone Project</li></ul>
	9. Develop strategies for ongoing professional development to maintain and increase competence.	<ul style="list-style-type: none"><li>• COMM-6019 – Advanced Professional Communication</li><li>• MGMT-6084 – Project Management</li></ul>



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Service de l'assurance de la qualité des  
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		<ul style="list-style-type: none"><li>• MGMT-6XXX – Employee Relations</li><li>• MGMT-6XXX – Leadership &amp; Management Fundamentals</li><li>• MGMT-6XXX – Operations Management Capstone Project</li></ul>
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Add additional rows as required to complete the mapping exercise.



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**ONTARIO COLLEGES OF APPLIED ARTS AND TECHNOLOGY  
CREDENTIALS VALIDATION SERVICE  
APPENDIX A - PROGRAM MAPS  
Form 2 - Essential Employability Skills Outcomes**

SKILL CATEGORIES	DEFINING SKILLS Skill areas to be demonstrated by the graduates	ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES The graduate has reliably demonstrated the ability to:	COURSE TITLE / COURSE CODE (From Appendix C)
<b>COMMUNICATION</b>	<ul style="list-style-type: none"> <li>• Reading</li> <li>• Writing</li> <li>• Speaking</li> <li>• Listening</li> <li>• Presenting</li> <li>• Visual Literacy</li> </ul>	<ul style="list-style-type: none"> <li>➤ communicate clearly, concisely, and correctly in the written, spoken, and visual form that fulfils the purpose and meets the needs of the audience</li> </ul>	<ul style="list-style-type: none"> <li>• ACCT-5012 – Management Accounting</li> <li>• COMM-6019 – Advanced Professional Communication</li> <li>• MGMT-6070 – Global Supply Chain Management</li> <li>• MGMT-6083 – Risk Assessment</li> <li>• MGMT-6087 – Quality Management</li> <li>• MGMT-6XXX – Operations Management Processes</li> <li>• MGMT-6XXX – Leadership &amp; Management Fundamentals</li> <li>• MGMT-6XXX – Principles of Operations Management</li> <li>• MGMT-6XXX – Operations Management Capstone Project</li> </ul>
		<ul style="list-style-type: none"> <li>➤ respond to written, spoken, or visual messages in a manner that ensures effective communication</li> </ul>	<ul style="list-style-type: none"> <li>• COMM-6019 Advanced Professional Communication</li> <li>• MGMT-6083 – Risk Assessment</li> </ul>





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Service de l'assurance de la qualité des  
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<b>SKILL CATEGORIES</b>	<b>DEFINING SKILLS</b> Skill areas to be demonstrated by the graduates	<b>ESSENTIAL EMPLOYABILITY SKILLS</b> <b>OUTCOMES</b> The graduate has reliably demonstrated the ability to:	<b>COURSE TITLE / COURSE CODE</b> (From Appendix C)
			<ul style="list-style-type: none"> <li>• MGMT-6087 – Quality Management</li> <li>• MGMT-6XXX – Operations Management Processes</li> <li>• MGMT-6XXX – Leadership &amp; Management Fundamentals</li> <li>• MGMT-6XXX – Principles of Operations Management</li> <li>• MGMT-6XXX – Operations Management Capstone Project</li> </ul>
<b>NUMERACY</b>	<ul style="list-style-type: none"> <li>• Understanding and applying mathematical concepts and reasoning</li> <li>• Analysing and using numerical data</li> <li>• Conceptualizing</li> </ul>	<ul style="list-style-type: none"> <li>➤ execute mathematical operations accurately</li> </ul>	<ul style="list-style-type: none"> <li>• ACCT-5012 – Management Accounting</li> <li>• COMP-6XXX – Information Technology Tools for Operations Management</li> <li>• MGMT-6083 – Risk Assessment</li> <li>• MGMT-6084 – Project Management</li> <li>• MGMT-6087 – Quality Management</li> <li>• MGMT-6XXX – Operations Management Processes</li> <li>• MGMT-6XXX – Principles of Operations Management</li> <li>• MGMT-6XXX – Operations Management Capstone Project</li> </ul>
<b>CRITICAL THINKING &amp; PROBLEM SOLVING</b>	<ul style="list-style-type: none"> <li>• Analysing</li> <li>• Synthesizing</li> </ul>	<ul style="list-style-type: none"> <li>➤ apply a systematic approach to solve problems</li> </ul>	<ul style="list-style-type: none"> <li>• ACCT-5012 – Management Accounting</li> <li>• COMM-6019 – Advanced Professional</li> </ul>



Ontario College Quality Assurance Service

Service de l'assurance de la qualité des  
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SKILL CATEGORIES	DEFINING SKILLS Skill areas to be demonstrated by the graduates	ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES The graduate has reliably demonstrated the ability to:	COURSE TITLE / COURSE CODE (From Appendix C)
	<ul style="list-style-type: none"> <li>Evaluating</li> <li>Decision-making</li> <li>Creative and innovative thinking</li> </ul>		Communication <ul style="list-style-type: none"> <li>COMP-6XXX – Information Technology Tools for Operations Management</li> <li>MGMT-6070 – Global Supply Chain Management</li> <li>MGMT-6083 – Risk Assessment</li> <li>MGMT-6084 – Project Management</li> <li>MGMT-6087 – Quality Management</li> <li>MGMT-6XXX – Employee Relations</li> <li>MGMT-6XXX – Operations Management Processes</li> <li>MGMT-6XXX – Leadership &amp; Management Fundamentals</li> <li>MGMT-6XXX – Principles of Operations Management</li> <li>MGMT-6XXX – Operations Management Capstone Project</li> </ul>
		➤ use a variety of thinking skills to anticipate and solve problems	<ul style="list-style-type: none"> <li>ACCT-5012 – Management Accounting</li> <li>COMM-6019 – Advanced Professional Communication</li> <li>COMP-6XXX – Information Technology Tools for Operations Management</li> <li>MGMT-6070 – Global Supply Chain Management</li> </ul>



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SKILL CATEGORIES	DEFINING SKILLS Skill areas to be demonstrated by the graduates	ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES The graduate has reliably demonstrated the ability to:	COURSE TITLE / COURSE CODE (From Appendix C)
			<ul style="list-style-type: none"> <li>• MGMT-6083 – Risk Assessment</li> <li>• MGMT-6084 – Project Management</li> <li>• MGMT-6087 – Quality Management</li> <li>• MGMT-6XXX – Employee Relations</li> <li>• MGMT-6XXX – Operations Management Processes</li> <li>• MGMT-6XXX – Leadership &amp; Management Fundamentals</li> <li>• MGMT-6XXX – Principles of Operations Management</li> <li>• MGMT-6XXX – Operations Management Capstone Project</li> </ul>
<b>INFORMATION MANAGEMENT</b>	<ul style="list-style-type: none"> <li>• Gathering and managing information</li> <li>• Selecting and using appropriate tools and technology for a task or a project</li> <li>• Computer literacy</li> <li>• Internet skills</li> </ul>	<ul style="list-style-type: none"> <li>➤ locate, select, organize, and document information using appropriate technology and information systems</li> </ul>	<ul style="list-style-type: none"> <li>• COMM-6019 – Advanced Professional Communication</li> <li>• COMP-6XXX – Information Technology Tools for Operations Management</li> <li>• MGMT-6070 – Global Supply Chain Management</li> <li>• MGMT-6XXX – Employee Relations</li> <li>• MGMT-6XXX – Operations Management Processes</li> <li>• MGMT-6XXX – Leadership &amp; Management Fundamentals</li> <li>• MGMT-6XXX – Principles of Operations Management</li> </ul>



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SKILL CATEGORIES	DEFINING SKILLS Skill areas to be demonstrated by the graduates	ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES The graduate has reliably demonstrated the ability to:	COURSE TITLE / COURSE CODE (From Appendix C)
		<ul style="list-style-type: none"> <li>➤ analyse, evaluate, and apply relevant information from a variety of sources</li> </ul>	<ul style="list-style-type: none"> <li>• MGMT-6XXX – Operations Management Capstone Project</li> <li>• ACCT-5012 – Management Accounting</li> <li>• COMM-6019 – Advanced Professional Communication</li> <li>• COMP-6XXX – Information Technology Tools for Operations Management</li> <li>• MGMT-6070 – Global Supply Chain Management</li> <li>• MGMT-6083 – Risk Assessment</li> <li>• MGMT-6087 – Quality Management</li> <li>• MGMT-6XXX – Employee Relations</li> <li>• MGMT-6XXX – Operations Management Processes</li> <li>• MGMT-6XXX – Leadership &amp; Management Fundamentals</li> <li>• MGMT-6XXX – Principles of Operations Management</li> <li>• MGMT-6XXX – Operations Management Capstone Project</li> </ul>
INTER-PERSONAL	<ul style="list-style-type: none"> <li>• Team work</li> <li>• Relationship management</li> <li>• Conflict resolution</li> </ul>	<ul style="list-style-type: none"> <li>➤ show respect for the diverse opinions, values, belief systems, and contributions of others</li> </ul>	<ul style="list-style-type: none"> <li>• COMM-6019 – Advanced Professional Communication</li> <li>• MGMT-6087 – Quality Management</li> <li>• MGMT-6XXX – Employee Relations</li> </ul>



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SKILL CATEGORIES	DEFINING SKILLS Skill areas to be demonstrated by the graduates	ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES The graduate has reliably demonstrated the ability to:	COURSE TITLE / COURSE CODE (From Appendix C)
	<ul style="list-style-type: none"> <li>Leadership</li> <li>Networking</li> </ul>		<ul style="list-style-type: none"> <li>MGMT-6XXX – Leadership &amp; Management Fundamentals</li> <li>MGMT-6XXX – Principles of Operations Management</li> <li>MGMT-6XXX – Operations Management Capstone Project</li> </ul>
		<ul style="list-style-type: none"> <li>➤ interact with others in groups or teams in ways that contribute to effective working relationships and the achievement of goals</li> </ul>	<ul style="list-style-type: none"> <li>ACCT-5012 – Management Accounting</li> <li>COMM-6019 – Advanced Professional Communication</li> <li>MGMT-6070 – Global Supply Chain Management</li> <li>MGMT-6083 – Risk Assessment</li> <li>MGMT-6087 – Quality Management</li> <li>MGMT-6XXX – Employee Relations</li> <li>MGMT-6XXX – Operations Management Processes</li> <li>MGMT-6XXX – Leadership &amp; Management Fundamentals</li> <li>MGMT-6XXX – Principles of Operations Management</li> <li>MGMT-6XXX – Operations Management Capstone Project</li> </ul>
PERSONAL	<ul style="list-style-type: none"> <li>Managing self</li> </ul>	<ul style="list-style-type: none"> <li>➤ manage the use of time and other resources to complete projects</li> </ul>	<ul style="list-style-type: none"> <li>COMM-6019 – Advanced Professional Communication</li> </ul>



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SKILL CATEGORIES	DEFINING SKILLS Skill areas to be demonstrated by the graduates	ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES The graduate has reliably demonstrated the ability to:	COURSE TITLE / COURSE CODE (From Appendix C)
	<ul style="list-style-type: none"> <li>• Managing change and being flexible and adaptable</li> <li>• Engaging in reflective practices</li> <li>• Demonstrating personal responsibility</li> </ul>		<ul style="list-style-type: none"> <li>• COMP-6XXX – Information Technology Tools for Operations Management</li> <li>• MGMT-6070 – Global Supply Chain Management</li> <li>• MGMT-6XXX – Employee Relations</li> <li>• MGMT-6XXX – Operations Management Processes</li> <li>• MGMT-6XXX – Leadership &amp; Management Fundamentals</li> <li>• MGMT-6XXX – Principles of Operations Management</li> <li>• MGMT-6XXX – Operations Management Capstone Project</li> </ul>
		<ul style="list-style-type: none"> <li>➤ take responsibility for one's own actions, decisions, and consequences</li> </ul>	<ul style="list-style-type: none"> <li>• COMM-6019 – Advanced Professional Communication</li> <li>• MGMT-6087 – Quality Management</li> <li>• MGMT-6XXX – Employee Relations</li> <li>• MGMT-6XXX – Operations Management Processes</li> <li>• MGMT-6XXX – Leadership &amp; Management Fundamentals</li> <li>• MGMT-6XXX – Principles of Operations Management</li> <li>• MGMT-6XXX – Operations Management Capstone Project</li> </ul>



**ONTARIO COLLEGES OF APPLIED ARTS AND TECHNOLOGY  
CREDENTIALS VALIDATION SERVICE  
APPENDIX B - PROGRAM DESCRIPTION**

**PROGRAM DESCRIPTION:** (including occupational areas where it is anticipated graduates will find employment)

This one-year Ontario College Graduate Certificate (completed in two semesters) is designed for university and college graduates seeking a career in the operations management sector. Graduates are involved in decision making related to planning, operating, and control within a business or organization. The curriculum will focus on applied knowledge in the field of business operations within a global economy, encompassing the planning and management of all operations (e.g., supply chain elements, purchasing, production and operations planning and control, transportation and distribution, project planning, quality assurance) involved in businesses of varying size and complexity. Learning activities support the development of supervisory and teamwork skills. Graduates are familiar with the use of information and manufacturing technology.

Candidates who are considering this program should be aware that they will need to enjoy working with people, and solving problems. To be successful in this field they will need to acquire human relations and interpersonal skills, and learn to work under pressure when responding to diverse business situations.

Graduates who meet these learning outcomes will have the skills and flexibility to apply their knowledge in a variety of leadership and supervisory positions in the service sector, in manufacturing, or in government. They may be employed in supply chain management, production analysis, project management, materials planning, inventory management, purchasing, value analysis, and quality assurance.

In order to maintain competence and function effectively within the materials and operations management field, the graduate must be committed to continued professional development. Many professional organizations associated with this area of employment offer educational programs and certification related to specific areas of expertise. These additional professional designations are important for successful career planning.

**VOCATIONAL PROGRAM LEARNING OUTCOMES:** (vocational program learning outcomes must be consistent with the requirements of the Credentials Framework for the proposed credential)

***The graduate has reliably demonstrated the ability to:***

1. Use the fundamental principles of end-to-end supply chain management to identify and critically assess solutions to materials supply and capacity problems and eliminate non-value added activities from the supply chain.
2. Define the essential product design and development practices, operations processes and systems, and marketing and sales strategies required in manufacturing, distribution, and service organizations.
3. Develop, implement, evaluate, and adapt or revise plans, processes, and budgets for using materials, equipment, and human resources effectively to meet targets within an organization and along the supply chain.
4. Use information technology to support materials and operations management functions and to develop and control plans and schedules at various levels within an organization.
5. Formulate cost-effective strategies for the movement of goods and services across international borders, taking into account regulatory and documentation requirements and the various roles of external service providers.
6. Develop and manage quality control and quality assurance procedures to ensure efficient and effective management of products and services.
7. Collaborate and communicate effectively across functional teams and levels of management as required in a culturally diverse and globalized business culture.
8. Collect, analyze, and synthesize information for the preparation of reports, briefs, and presentations to management committees.
9. Develop strategies for ongoing professional development to maintain and increase competence.



### **ADMISSION REQUIREMENTS:**

A Two- or Three-Year College Diploma, or a Degree  
(Note: minimum 'C+' average or cumulative 2.5 GPA)

**OR**

Acceptable combination of related work experience and post-secondary education as judged by the College\*

**OR**

Five years of work experience in the operations management field as judged by the College to be equivalent\*

#### **Note:**

- \*Applicants may be required to submit a resume and cover letter that includes details of work experience.

### **English Language Requirements**

Applicants whose first language is not English will be required to demonstrate proficiency in English by one of the following methods:

- A Grade 12 College Stream or University Stream English credit from an Ontario Secondary School, or equivalent, depending on the program's Admission Requirements
- Test of English as a Foreign Language (TOEFL) test with a minimum score of 570 for the paper-based test (PBT), or 88 for the Internet-based test (iBT), with test results within the last two years
- International English Language Testing System (IELTS) test with an overall score of 6.5 with no score less than 6.0 in any of the four bands, with test results within the last two years
- Canadian Academic English Language (CAEL) test with an overall score of 70 with no score less than 60 in any of the four bands, with test results within the last two years
- An English Language Evaluation (ELE) at Fanshawe College with a minimum score of 75% in all sections of the test, with test results within the last two years

### **Recommended Academic Preparation**

- It is highly recommended that students be proficient in the following areas before entry into the program:
  - Mathematics
  - Business Communication
  - Computer applications, particularly Microsoft Word, Excel and PowerPoint

### **Applicant Selection Criteria**

Where the number of eligible applicants exceeds the available spaces in the program, the Applicant Selection Criteria will be:

1. Preference for Permanent Residents of Ontario
2. Receipt of Application by February 1st (After this date, Fanshawe College will consider applicants on a first-come, first-served basis until the program is full)
3. Achievement in the Admission Requirements

### **Other Information**

- Students entering Level 1 of the program in January will proceed to Level 2 of the program in May.





**ONTARIO COLLEGES OF APPLIED ARTS AND TECHNOLOGY  
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APPENDIX C - PROGRAM CURRICULUM**

<b>Semester</b>	<b>Course Code*</b>	<b>Course Title (and brief course description)</b>
<b>1</b>	<b>ACCT-5012</b>	<b>Managerial Accounting</b> Managers make extensive use of financial accounting records for operational and strategic decision making. This course emphasizes management accounting topics such as financial statement analysis, cost accounting approaches, cost allocation and analysis, and budgeting. This allows the student to understand the role of accounting in business and how accounting data is used in the decision-making process.
<b>1</b>	<b>COMM-6019</b>	<b>Advanced Professional Communication</b> This course focuses on refining and advancing students' communication abilities from a workplace perspective such that they prepare and demonstrate use of professional communication competencies to succeed in the present day business environment. The advanced communication tools and strategies learned include presentation skills, research of current issues, business document writing, meeting and management team strategies, business etiquette, and compilation of a professional career portfolio. Students learn about interpersonal communication, including monochronic and polychronic cultures, managerial communication techniques, and adaptive messaging in the workplace. Throughout the course, students demonstrate proficiency in group dynamics to reflect a workplace environment. This course requires students to engage in an online environment to complete assignments and communicate in group meetings.
<b>1</b>	<b>MGMT-6070</b>	<b>Global Supply Chain Management</b> Supply chains are the manufacturing and distribution channels that are used to produce and transport goods to market through various companies and countries. Due to the increasing globalization of commerce, a good understanding of international standards and alternatives is necessary to ensure that companies can make effective and profitable decisions for manufacturing and distribution. Upon completion of this course, students will be able to formulate cost-effective strategies for the movement of goods and services across international borders, taking into account regulatory and documentation requirements and the various roles of external service providers.
<b>1</b>	<b>MGMT-6083</b>	<b>Risk Assessment</b> This course focuses on the risk management process in both the domestic and international marketplace and on identifying and analyzing loss exposures. The emphasis is on an enterprise approach to commercial risk management, including a discussion of global risk management standards and guidelines with a concentration on the management of risks in the supply chain. Students will explore risk beyond the traditional hazard risk to include financial, operational and strategic risks. Risk identification and analysis tools and techniques will be discussed in detail.



1	MGMT-6084	<b>Project Management</b> This course introduces the essentials of the project management discipline and prepares students to manage project teams, project schedules, budgets and quality requirements. Students learn the process of analyzing, creating and managing a functional project plan and the various project management processes for managing and controlling a project through to fruition. This course brings all of the Project Management Institute (PMI) knowledge areas of project management together into a consolidated whole and gives the student an understanding of project management methodologies as well as the tools and techniques used to plan, execute, and control various types of projects.
1	MGMT-6087	<b>Quality Management</b> This course will introduce students to the concepts of quality and quality management principles so they will be able to apply them in an organization. The course will examine definitions of quality, its financial impact on production and services, as well as foster an appreciation of the theory behind quality management. Quality methods such as statistical analysis and root cause analysis and an understanding of the philosophies of quality pioneers will be discussed. Students will be able to understand the objectives of Total Quality Management and its impacts on the competitiveness of an organization.
2	COMP-6XXX	<b>Information Technology Tools for Operations Management</b> Technological advancements in the past few decades have drastically altered the way organizations are managed and the value chain is developed. Students will be introduced to several types of software and databases currently utilized in operations management for production, planning, and execution and participate in simulations using various computer applications.
2	MGMT-6XXX	<b>Employee Relations</b> Operations Managers need to work effectively with employees at all levels across an organization. In this course, students are introduced to human resources management principles and practices; performance management; employee training and development; managing conflict in the workplace; labour relations and supervisory responsibilities with specific emphasis on the operations management function within organizations.
2	MGMT 6XXX	<b>Operations Management Processes</b> Various processes in place within industrial sectors are examined to provide students with an overview of quality processes, policies, and procedural implications of managing complex operations across a variety of sectors. Students will trace the evolution of quality systems and examine how current trends in quality management, such as LEAN, will positively impact organizational performance while developing sustainable and socially responsible organizations.
2	MGMT-6XXX	<b>Leadership and Management Fundamentals</b> The principles of effective leadership and management are examined with an emphasis on developing strategies for effectively managing groups of people involved in production of goods and services and leading organizations through



		periods of change. Students work collaboratively to examine a variety of workplace issues and challenges through case analysis and to prepare effective strategies for managing both and for providing effective leadership as part of the management team.
2	MGMT-6XXX	<b>Principles of Operations Management</b> The major responsibilities of operations managers are examined across five key sectors: manufacturing, construction, health care, retail, and service industries. Students will develop workplace specific skills in production planning and scheduling; resource planning; supply chain management; materials management; marketing and sales; purchasing; project management and inventory management and complete an operations plan for one of the five key sectors.
2	MGMT-6XXX	<b>Operations Management Capstone Project</b> Students will synthesize both the theoretical and practical skills they have learned throughout the program in a collaborative capstone project using case analysis and/or live client scenarios to address operations management challenges and develop a plan for adding value to the management of the operation focusing on the processes, quality, human resources, financial, logistics, and supply chain management. They will present their projects to a panel of industry experts.

Add additional rows as required to complete the curriculum chart.

\* (be sure to identify those courses designed to deliver General Education)



**ONTARIO COLLEGES OF APPLIED ARTS AND TECHNOLOGY  
CREDENTIALS VALIDATION SERVICE  
APPENDIX D – REGULATORY STATUS FORM  
MANDATORY REGULATORY REQUIREMENTS**

Where licensing or certification is ***required by legislation*** for entry to practice in the profession or trade, the Ministry of Training, Colleges and Universities requires that colleges ensure that their programs will meet the requirements of the regulatory body in order to be approved for funding.

- ☐ There is a legislative requirement that program graduates must be certified or licensed by a regulatory authority to practice or work in the occupation.

Name of regulatory authority\_\_\_\_\_

- ☐ **(A\*)** The program has been accredited or approved by the regulatory authority or its identified third party?

**OR**

- ☐ **(B\*)** The college is working toward accreditation with the regulatory authority.

Status of application and expected date of achievement\_\_\_\_\_

- ☐ **(C\*)** If the regulatory authority does not accredit educational programs directly or by an identified third party, has it formally acknowledged (e.g. in its published or legislated registration requirements) that the program graduates will be eligible to write any required certifying or registration exam or that the program is otherwise recognized for the purposes of certifying or registering a graduate?

**\*Please submit an acknowledgement and/or evidence from the regulatory authority to support (a) or (b) or (c) above.**



### **VOLUNTARY REQUIREMENTS**

Colleges may choose to have a program accredited or recognized by a voluntary membership organization or association. Graduate eligibility for association recognition or adherence to standards imposed by the body is **not a requirement** for program funding approval by the Ministry of Training, Colleges and Universities.

Recognition of the program by a voluntary professional body:

☐ Is being sought:      Name of professional body: \_\_\_\_\_

☐ The college is working toward recognition.

Status of application and expected date of achievement: \_\_\_\_\_

☐ Recognition has been received.

Type of recognition (e.g. accreditation, graduates eligible to write membership exams, etc.): \_\_\_\_\_

★ **Please submit an acknowledgement and/or evidence from the voluntary association that recognition has been received.**

☒ Recognition is not being sought (*please note there may be titling implications for programs that are not compliant in an area where other existing programs are*). **There are no mandatory or voluntary regulatory requirements applicable to this program at this time.**